

ADOC RFP 2016-01: Risk Assessment Automation
Responses to Questions
October 31, 2016

1. Will ADOC host the application or is the vendor responsible for hosting?

RESPONSE: The ADOC will host the application.

2. If ADOC is hosting the application will the vendor be responsible for providing licensing for server related functions such as database license and operating system licenses?

RESPONSE: No.

3. 3.2.e. (page 13) Would ADOC provide the pre-determined criteria or is ADOC requesting a system that dynamically accepts one or more criterion through an administrative interface?

RESPONSE: The Software should dynamically accept one or more criterion through an administrative interface.

4. 3.2.g. (page 14) By individual records, is ADOC referring to offenders' individual records, users (i.e., ADOC staff), or both? Can you provide more details about what ADOC is looking for here:

RESPONSE: Offender's records. No.

- a) By record, does ADOC mean the individual's personal information (i.e., demographic information) only or their entire record, including assessment information, offenses, case plans, and/or program data, for offenders?

RESPONSE: Entire record.

- b) By modifications, does ADOC mean the ability to edit any and all fields for an offender? Should there be an ability to delete a record? If the question above refers to all offender information (demographics, assessment information, offenses, case plans, programs), what is ADOC's expectation with respect to modifying assessments and case plan records? Should ADOC administrators have the ability to modify these records or is it enough for the *Selected Vendor* to have access to these records so that they may modify information at ADOC's request?

RESPONSE: No, the ADOC should not have the ability to edit demographics, institution/placement, or offense fields through the Software. No there should not be an ability to delete a record. The Software should provide the ability for a User to access and

modify assessments and case plan records. The ADOC Users should have the ability to modify. It is not enough for Selected Vendor to have access.

5. 3.2.2.b. (page 14) This section specifically notes XML, is this the only data format supported? Can the data be transported using JSON instead, for example?

RESPONSE: Per Section 3.2.2(b) of the RFP, .XML is the only acceptable format.

6. 3.2.2.d. (page 14) Will ADOC require the automated system to import data from other state and local agencies through a manual import process or will they require the *Selected Vendor* to work with their team to automate the integration process? If ADOC could provide more details (e.g., structure of the data that will be integrated) around this item and how they envision the integration process working, that would be helpful for estimating costs.

RESPONSE: Per Section 3.2.2(d), Vendor should “[d]escribe how this integration will occur and the required format of received information.”

7. 3.3.f and 3.3.i. (page 15) Is ADOC going to host the software or will the *Selected Vendor* host the software? This is especially important for 3.3.2 and 3.3.3. Who is responsible for back up and system recovery? We are assuming that ADOC is requiring the *Selected Vendor* to host the system, is this a correct assumption?

RESPONSE: See Response to Question 1. The ADOC is responsible for back up and recovery of anything residing on ADOC’s server. Per Section 3.2.2 of the RFP, Vendor is responsible for recovery of anything not on ADOC’s server. The assumption is incorrect.

8. 3.3.m. (page 15) Does ADOC expect the system to provide an interface to manage typical database management system record management functionalities (reindexing)? These tasks are best kept for the database management system administrators. Can you clarify?

RESPONSE: No.

9. 3.3m. (page 15) “The document must be capable of being electronically uploaded to ADOC’s...” Which document is this paragraph referring to?

RESPONSE: Completed assessments.

10. II.c. (page 30) Is the ADOC requesting letters of support from our three references?

RESPONSE: No.

11. 3.2.2.a (page 14) ClientTrack is designed as a Modifiable Off the Shelf or MOTS system allowing for interoperability. ADOC speaks towards being suitable with other systems. Does ADOC anticipate these other systems being connected by API?

RESPONSE: Yes.

12. 3.2.2.b (page 14) ADOC states that information must be shared electronically with all State and local agencies. Does ADOC anticipate these sharing via API?

RESPONSE: No.

13. 3.2 ClientTrack has a robust tracking and audit system. Is ADOC looking for an audit trail to be accessed from within the proposed system or are they wanting this information tracked separately in a different application and database?

RESPONSE: See Section 3.3.3 of the RFP.

14. 3.2.c.3 (page 13) ADOC mentions techniques used by individual case managing. Would the State please describe use cases or examples of these techniques?

RESPONSE: See Sections 3.2.(c)(1), (2), (4), and (5) of the RFP.

15. 3.2 ClientTrack has a world class business analysis and implementation team to ensure a smooth and cost effective transition. Will ADOC provide a list of technical positions that will be assisting in this implementation?

RESPONSE: Not relevant to this RFP.

16. 3.2 ClientTrack is a highly responsive system for purposes of compliance reporting. For example, many cities and states such as the State of Pennsylvania, State of Utah and the City of Philadelphia use ClientTrack for ongoing Federal compliance reporting. Does ADOC anticipate this solution to be used for reporting purposes? If so, how often are these reporting requirements changed? (Quarterly, Annually, etc).

RESPONSE: Yes. Unknown.

17. 3.2 ClientTrack was designed as a mobile response system and hence can help field professionals leverage iPhones and iPads. Government agencies have also built apps on top of ClientTrack. Has ADOC looked into any app use cases for the field? ClientTrack has an dynamic and flexible workflow engine, forms designer, eligibility engine and data reporting tool. The tool set is unique in that it is MOTS (Modifiable off the shelf solution) and can help ADOC meet unique business processes and other needs. Can you

provide some color on areas where ADOC has unique business processes? This helps inform RFP response and set up for dynamic and productive demonstration should we be short listed.

RESPONSE: Not relevant to this RFP.

18. 3.2 What are ADOC's standard data recovery RPO's and RTO's for disaster recovery?

RESPONSE: Not relevant to this RFP.

19. Will ADOC share their funding source and amount dedicated for this project?

RESPONSE: Not relevant to this RFP.

20. Is ADOC able to share their evaluation committee's make-up? IE end users, technical staff, etc. along with credentials?

RESPONSE: Not relevant to this RFP.

21. ClientTrack is built on standardized Microsoft-based technology stack including SQL Server and .NET framework. Is Microsoft technology stack included in standard IS/IT preferred vendor/technology policy?

RESPONSE: Yes.

22. 3.2.1.d (page 14) In case of overrides, written justification will be required or available, and the software must provide the ability to free type comments. Will ADOC provide use case(s) for this requirement?

RESPONSE: Not relevant to this RFP.

23. 3.2.2.d (page 14) The ClientTrack case management system is utilized to coordinate care and converge data on individuals improving outcomes and reducing costs. Is it the intent of ADOC to look at ways to utilize this solution to improve other System Points such as Reentry, etc to reduce recidivism and gather evidence based research?

RESPONSE: Yes.